

Enterprise Incident Report April 2012

As of 5/1/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Application Services	Tony Larsen	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Capitol Hosting	Danny Black	1 0	1 0
		Matt Dunlap	1 0	1 0
		Mike Tyrrell	1 0	1 0
		Mycah Mattox	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	James Stearns	1 1	1 1

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			Low	FCR Total
AGRC	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	2 1	2 1
	Network Operations	Brant Davis	1 0	1 0
		Brian Chatwin	1 0	1 0
		Kelli Okumura	2 0	2 0
		Assigned to Individual Total	4 0	4 0
	Assigned Group Total		16 1	16 1
Customer Company Total			16 1	16 1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
AGRC	Application Services	Tony Larsen	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Capitol Hosting	Danny Black	1 0	1 0
		Matt Dunlap	1 1	1 1
		Mike Tyrrell	1 0	1 0
		Myciah Mattox	1 1	1 1
		Assigned to Individual Total	4 2	4 2
	Help Desk	James Stearns	1 0	1 0

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			Low	MIR Total
AGRC	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brant Davis	1 0	1 0
		Brian Chatwin	1 1	1 1
		Kelli Okumura	2 1	2 1
		Assigned to Individual Total	4 2	4 2
	Assigned Group Total		16 4	16 4
Customer Company Total			16 4	16 4

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
AGRC	Application Services	Tony Larsen	3 0.48	3 0.48
		Assigned to Individual Total	3 0.48	3 0.48
	Capitol Desktop Support	Brian Bintz	2 0.40	2 0.40
		Scott Wunderlich	1 0.29	1 0.29
		Assigned to Individual Total	3 0.37	3 0.37
	Capitol Hosting	Danny Black	1 0.28	1 0.28
		Matt Dunlap	1 1.64	1 1.64
		Mike Tyrrell	1 0.24	1 0.24
		Mycah Mattox	1 1.88	1 1.88
		Assigned to Individual Total	4 1.01	4 1.01
	Help Desk	James Stearns	1 0.00	1 0.00

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			Low	ATTIR Total
AGRC	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brant Davis	1 0.00	1 0.00
		Brian Chatwin	1 2.10	1 2.10
		Kelli Okumura	2 1.31	2 1.31
		Assigned to Individual Total	4 1.18	4 1.18
	Assigned Group Total		16 0.71	16 0.71
Customer Company Total			16 0.71	16 0.71

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Application Services	Tony Larsen	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Capitol Hosting	Danny Black	1 0	1 0
		Matt Dunlap	1 1	1 1
		Mike Tyrrell	1 0	1 0
		Mycah Mattox	1 1	1 1
		Assigned to Individual Total	4 2	4 2
	Help Desk	James Stearns	1 0	1 0

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			Low	MR Total
AGRC	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brant Davis	1 1	1 1
		Brian Chatwin	1 0	1 0
		Kelli Okumura	2 0	2 0
		Assigned to Individual Total	4 1	4 1
	Assigned Group Total		16 3	16 3
Customer Company Total			16 3	16 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
AGRC	Application Services	Tony Larsen	3 1.89	3 1.89
		Assigned to Individual Total	3 1.89	3 1.89
	Capitol Desktop Support	Brian Bintz	2 1.16	2 1.16
		Scott Wunderlich	1 3.23	1 3.23
		Assigned to Individual Total	3 1.85	3 1.85
	Capitol Hosting	Danny Black	1 0.40	1 0.40
		Matt Dunlap	1 157.18	1 157.18
		Mike Tyrrell	1 0.60	1 0.60
		Mycah Mattox	1 13.57	1 13.57
		Assigned to Individual Total	4 42.94	4 42.94
	Help Desk	James Stearns	1 0.00	1 0.00

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			Low	ATTR Total
AGRC	Help Desk	Vicky Marrelli	1	1
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brant Davis	1 6.25	1 6.25
		Brian Chatwin	1 2.44	1 2.44
		Kelli Okumura	2 1.47	2 1.47
		Assigned to Individual Total	4 2.91	4 2.91
	Assigned Group Total		16 12.98	16 12.98
	Customer Company Total			16 12.98

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Detail

INC000000479404	Scott T Davis	None	None	None		TIR Missed: Yes	1.64
	Capitol Hosting	Matt Dunlap	AGRC	Low	Closed	TTR Missed: Yes	157.18
INC000000488471	Matt Peters	Server	None	None		TIR Missed: Yes	1.88
	Capitol Hosting	Mycah Mattox	AGRC	Low	Closed	TTR Missed: Yes	13.57
INC000000488917	Mike Heagin	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	AGRC	Low	Closed	TTR Missed: No	
INC000000490475	Zachary Beck	Application	Error	None		TIR Missed: No	0.54
	Application Services	Tony Larsen	AGRC	Low	Resolved	TTR Missed: No	3.57
INC000000490709	Steven Gourley	None	None	None		TIR Missed: No	0.00
	Network Operations	Brant Davis	AGRC	Low	Closed	TTR Missed: Yes	6.25
INC000000492070	Steven Gourley	Server	None	None		TIR Missed: No	0.24
	Capitol Hosting	Mike Tyrrell	AGRC	Low	Closed	TTR Missed: No	0.60
INC000000493648	Matt Peters	Server	None	None		TIR Missed: No	0.28
	Capitol Hosting	Danny Black	AGRC	Low	Closed	TTR Missed: No	0.40
INC000000495473	Steven Gourley	None	None	Novell GroupWise		TIR Missed: No	0.37
	Application Services	Tony Larsen	AGRC	Low	Resolved	TTR Missed: No	0.37
INC000000497902	Scott T Davis	None	None	None		TIR Missed: Yes	2.62
	Network Operations	Kelli Okumura	AGRC	Low	Closed	TTR Missed: No	2.62
INC000000498149	Scott T Davis	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000498493	Scott T Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.29
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Resolved	TTR Missed: No	3.23
INC000000502142	Sean Fernandez	None	None	None		TIR Missed: No	0.00
	Network Operations	Kelli Okumura	AGRC	Low	Resolved	TTR Missed: No	0.33
INC000000503960	Jessica Pechmann	Application	None	Novell GroupWise		TIR Missed: No	0.52
	Application Services	Tony Larsen	AGRC	Low	Resolved	TTR Missed: No	1.74
INC000000504763	Mike Heagin	PC/Laptop	Hardware	None		TIR Missed: No	0.59
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.59
INC000000506549	David Buell	Network	Incident	None		TIR Missed: No	0.22
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	1.73
INC000000506824	Matt Peters	Application	None	None		TIR Missed: Yes	2.10
	Network Operations	Brian Chatwin	AGRC	Low	Resolved	TTR Missed: No	2.44